

DEPARTMENT OF HUMAN SETTLEMENTS AND URBAN DEVELOPMENT - OFFICE OF THE SECRETARY

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| <p>NOT ELIGIBLE</p> <p>The DHSUD-OSEC achieved 60 points and is Not Eligible for the grant of FY 2023 PBB.</p> | <p>PERFORMANCE RESULTS</p> <p>Achieved 45.83% (11 out of 24) Congress-approved performance targets for FY 2023.</p> | <p>PROCESS RESULTS</p> <p>Achieved substantial improvements to ease transaction in external service only</p> | <p>FINANCIAL RESULTS</p> <p>Achieved 93.81% Disbursement BUR.</p> | <p>CITIZEN/CLIENT SATISFACTION RESULTS</p> <p>Achieved 99.08 % resolution and 85.65% compliance of #8888 complaints; and 50% resolution and 50% compliance of CCB complaints.</p> |
| <p>12</p> <p>TOTAL SCORE</p> | <p>1</p> <p>SCORE</p> | <p>3</p> <p>SCORE</p> | <p>5</p> <p>SCORE</p> | <p>3</p> <p>SCORE</p> |
| <p>60</p> <p>TOTAL POINTS</p> | <p>5</p> <p>POINTS</p> | <p>15</p> <p>POINTS</p> | <p>25</p> <p>POINTS</p> | <p>15</p> <p>POINTS</p> |

AGENCY ACCOUNTABILITY REQUIREMENTS

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| <p>Transparency Seal</p> <p>COMPLIANT</p> | <p>PhilGEPS Posting</p> <p>NON-COMPLIANT</p> | <p>Sustained Compliance to Audit Findings</p> <p>COMPLIANT</p> | <p>Client Satisfaction Measurement</p> <p>COMPLIANT</p> | <p>Committee on Anti-Red Tape</p> <p>COMPLIANT</p> |
| <p>FY 2023 APP Non-CSE</p> <p>NON-COMPLIANT</p> | <p>FY 2024 Indicative APP Non-CSE</p> <p>COMPLIANT</p> | <p>FY 2024 APP-CSE</p> <p>COMPLIANT</p> | <p>FY 2022 APCPI</p> <p>COMPLIANT</p> | <p>Early Procurement Activities</p> <p>NON-COMPLIANT</p> |
| <p>ISO-QMS Certification</p> <p>COMPLIANT</p> | <p>SALN Review and Compliance Procedure</p> <p>NON-COMPLIANT</p> | <p>Report on Digitization</p> <p>COMPLIANT</p> | <p>Compliance with Freedom of Information</p> <p>COMPLIANT</p> | <p>Compliance with National Competition Policy</p> <p>COMPLIANT</p> |

